



American Water Resources, Inc.

An American Water System Company

1410 Discovery Parkway • Alton, Illinois 62002 • (618) 433-4000 • Fax (618) 433-4569

July 22, 2003

Attn: Ms. Higgins:
% Ms. Traci Casey
P. O. Box 4183
Bellflower, CA 90707

RE: Bad-Debt Account 09-0441127-9 - 113 E. Elm St., Alton IL

Dear Ms. Higgins:

On behalf of Ms. Casey's request, this letter is to inform you that her Bad Debt from her final bill October 24, 2002, in the amount of \$823.68 has been paid through installments, directly made to our office. Her last payment was posted paid on June 20, 2003. Her account, 09-0441127-9 has a zero balance.

Normally after a 90 day period, all unpaid accounts are referred to our Collection Agent: ER Solutions. Unfortunately, in Ms. Casey's situation, while disputing this high final bill, she had made special arrangements with our office to pay this large bill over a period of time that extended past the 90 day allowance. Therefore, her account should have been with-held from being transferred to ER Solutions for collection.

I have spoken to Randy today, from ER Solutions, and their records indicate that Ms. Casey's account shows paid in full and closed. I have requested that they contact the credit bureau to clear Ms. Casey's credit history. Randy will submit a letter to your attention in regards to this information and request.

If you need further assistance, please call me at 1-800-422-2782, my extension is 4103.

Sincerely,

Theresa J. Duba
Customer Service Supervisor

American Water

Customer Service Center

Alton, IL 62012
Phone (618) 433-4000

Fax (618) 433-4569 or 433-4573

FAX

TO: Ms. Higgins FROM: T. Duba, Supv.
Fax: 618-467-5630 Number of Pages (includes cover page) 4
Phone: _____ Date: 7-22-03
RE: _____ Phone/Ext. #: (618) _____

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• Comments:

for Ms. Traci Casey

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If you do not receive all the pages as indicated, please contact: T. Duba

At (618) 433-4103

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American Water
Customer Service Center

Alton, IL 62012 Fax (618) 433-4568 or 433-4573
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for Mrs. Traci Carney

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